Schedule 5

End-User-Device Support Services

to

Request for Proposal
for the
Provision of IT Infrastructure Operations
and Managed Workplace Services
[UNHCR RFP/2018/1068]
(the “RFP”)

effective _____ 2018

between

The Office of the United
Nations High Commissioner
for Refugees

and Contractor

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1 Introduction

1.1. This Schedule 5 sets forth Contractor's roles and responsibilities in providing desktop support services to Users at all UNHCR locations. All EUDs and UNHCR issued mobile devices (including tablets, smartphones) are in-scope of Desktop support services.

1.2. Unless the context otherwise requires, capitalized terms used but not defined in this Schedule 5 shall have the meaning given to them in Schedule 1 (Technical Definitions) or the Agreement.

(a) "Headquarters" or "HQ" shall mean the UNHCR offices located in Geneva, Switzerland; Copenhagen Service Centre, Denmark; and Budapest Service Centre, Hungary; and

(b) "Sites" shall mean the UNHCR offices that are classified as locations other than those centralized Data Centres described in Schedule 2 (Data Centre Platform and Network Management Services).

2 Services

2.1. General

Contractor shall provide both remote and on-site desktop services as required to all End-User-Devices (EUD) and peripherals by following ITIL Service Management processes and as per guidelines and policies as defined or agreed by UNHCR.

Service inclusions based on device classification are as follows.

Desktop / Laptop / Device Scope	Basic	Full Service	VIP	Mac
Workstation installation	N/A	Included	Included	N/A
Standard Configuration Development	Included	Included	Included	N/A
Standard Configuration Deployment	N/A	Included	Included	N/A
Configuration management	Included	Included	Included	N/A
Electronic distribution of image patches, fixes, updates	Included	Included	Included	N/A
Application packaging and patching of standard software	Included	Included	Included	N/A
Security updates and patches	Included	Included	Included	N/A
Level 2 remote support, troubleshooting and break-fix for standard software and OS	Included	Included	Included	Included
Level 2 remote support to local UNHCR ICT resources	Included	N/A	N/A	N/A
Level 2 desk-side device support including configuration and troubleshooting	N/A	Included	Included	Included
Level 2 desk-side support for local printers/MFDs	N/A	Included	Included	N/A
Warranty maintenance coordination	N/A	Included	Included	N/A

Out-of-warranty hardware break-fix	N/A	Included	Included	N/A
Technology refresh	N/A	Included	Included	N/A
Asset management services	N/A	Included	Included	N/A
User training	N/A	Included	Included	N/A
Tablet and Smartphone remote support	Service Desk	Service Desk	Service Desk	Service Desk
Tablet and Smartphone desk-side support	N/A	Included	Included	Included

2.2. Personnel

Contractor shall:

(a) Provide personnel with technical skills and competencies that allow for effective delivery of Services;

(b) possess relevant certification or demonstrable equivalent with foundational skills in troubleshooting, networking, and security across a variety of devices;

(c) possess Microsoft Certified Solutions Associate (MCSA) certification or demonstrable equivalent with solid skills in the deployment of and support of Microsoft Windows operating systems, Microsoft Office including Microsoft 365 as well as application packaging and deployment;

(d) demonstrated skills and experience in Microsoft EUD deployment and management solutions, including but not limited to Microsoft EM+S, Intune, SCCM, SCOM, Microsoft Modern Deployment technologies, and MIM;

(e) understand ITIL processes of incident, problem, change, release and deployment, and asset and configuration management;

(f) are familiar with techniques of on-site customer interaction and high standards of customer support;

(g) are familiar with UNHCR standard EUDs, standard operating environments, and standard configurations and deployment and support methods;

(h) understand the UNHCR service level agreement and prioritization of Incidents and Service Requests;

(i) have been on-boarded with knowledge of the UNHCR business, mission, security awareness, and policies.

3 *Basic End User Device Services*

3.1. Basic Services

For all End-User-Devices (EUD) (desktops, laptops, tablets, smartphones) used by individuals entitled to EUD support, wherever they are located worldwide, the Contractor shall:

(a) Ensure that the User's EUD are configured to:

(i) store and retrieve information from a local and/or network and/or Cloud service area permissible by their access privilege as defined by UNHCR;

(ii) choose printers, connected locally or on UNHCR network within their access privilege, and can print; and

(iii) obtain information on the print status and manage their jobs in the print queue.

(b) ensure that file capabilities are defined for each User according to the read/write privileges defined by UNHCR; and

(c) on User request, recover data from backup leveraging UNHCR tools/data storage locations when a User loses data and is not able to recover it.

3.2. EUD Configuration Development, Management and Deployment Services

Contractor shall:

(a) Recommend EUD Configuration deployment/management policies and procedures;

(b) provide technical assistance for defining standard configuration specifications for desktops and laptops;

(c) Develop EUD Configuration;

(d) Administer EUD management tools, manage access, and tools configuration to maintain compliance with standard EUD configuration deployment/management policies and procedures;

(e) manage deployment efforts using formal project management tools, methodologies, and standards (e.g. ITIL Change and Configuration Management practices);

(f) Deploy standard configuration on new and existing workstation hardware;

(g) provide and administer an EUD configuration and software distribution service;

(h) recreate EUD delivered configuration to default state, consisting of base configuration and/or all End-User specific features, functions, and applications;

(i) develop scripts and macro programs to automate standard UNHCR processes as appropriate (e.g., upgrading PC images);

(j) develop, implement, and maintain macro programs for UNHCR standard distributed computing applications and processes; and,

(k) conduct deployment reviews and provide results to UNHCR.

3.3. Software Distribution

Contractor shall:

(a) Operate and administer the configuration distribution system that effectively and efficiently distributes new configuration and/or software settings to EUDs. In some cases, this may require alternative transport methods (e.g., external storage or ad-hoc replication methods) due to size of the package, the size of the target device population, or timing constraints;

(b) operate and administer an application “storefront” (portal) for software to allow for authorized administrators or users to find, download, and install Software or configurations;

(c) perform configuration and software distribution consistent with the configurations associated with standard EUDs products, as applicable, independent from the distribution media (e.g., LAN/WAN, cellular network, physical media);

(d) deploy configuration or software via an automated installation package without End User interaction wherever possible;

(e) provide configuration or software distribution processes to support different End User environments in an automated way (e.g., LAN and WAN, Field Offices, small offices, home offices, and End Users working remotely);

(f) support distribution of configuration and software updates to “non-connected” and/or low bandwidth Sites via alternate means or physical media (e.g., via external storage or other media);

(g) provide a transparent deployment mechanism independent from the distribution media (e.g., LAN/WAN, cellular network, physical media);

(h) resolve all Incidents for each End User where the configuration or Software distribution failed and determine the cause for the failure and take steps to prevent or mitigate further related failures.

3.4. Application Packaging

Contractor shall:

(a) Test application package builds intended for use within the Standard EUD Configuration (SEC) provided by UNHCR;

(b) provide advice and input to new requirements for the SEC arising from any applications developments;

(c) develop standard package builds, deployment scripts, package version control and compatibility testing with hardware and software SEC and UNHCR’s software;

(d) classify packages as low, medium, and high complexity for deployment to end user devices;

(e) maintain a library of package builds;

(f) receive new requirements from UNHCR for new EUD applications prior to building packages;

(g) seek approval from UNHCR before introducing new software or requirements into the SEC; and

(h) test and resolve application compatibility prior to introduction into the SEC.

(i) manage and monitor license usage leveraging UNHCR’s end user software compliance management tools to ensure that such usage is both legal and efficient, including the enablement of license re-deployment to minimize license costs. Contractor shall provide evidence when requested by UNHCR; and

(j) ensure that only authorized Users have access to specific software in line with UNHCR standards.

3.5. System Security Updates and Services

Contractor shall:

(a) Maintain UNHCR provided operating system (OS), Firmware, Software, Malware, intrusion detection system (IDS) and intrusion prevention system (IPS) agents, in line with UNHCR standards that will protect the EUDs from all threats that may be introduced into the UNHCR environment by any means. Contractor shall update the relevant documentation with details of any such software;

(b) actively monitor threats to the EUDs and shall take all reasonable actions in line with Best Industry Standards to protect UNHCR from new threats as they emerge. This includes cases where the User is connected directly to the secure UNHCR network, by Virtual Private Network (VPN) or connected directly to the internet from a EUD;

(c) in case of a breach or infection on a EUD, ensure that the affected file(s) is(are) quarantined/removed and that vulnerabilities are patched. Also, if necessary, ensure the EUD is disconnected from the UNHCR network and user access is severed as needed to avoid the spread to other EUDs or Systems in UNHCR's ICT environment;

(d) ensure that updates, patches, and signatures are distributed to all security software and installed on all EUDs that are connected to the UNHCR network after Service acceptance; and

(e) provide detailed compliance / non-compliance, and exception reports setting out, for example, the number, name and location of malware and vulnerabilities that have been automatically detected and eradicated. Such reports shall be included in the standard monthly Service report in accordance with Schedule 14 (Contract Governance) or as requested.

3.6. Level 2 Remote Support

(a) Contractor shall provide Level 2 End User Device support by following the Service Management processes for the Users including:

(i) remotely resolve incidents relating to standard install applications;

(ii) remotely assist users or local ICT support to restore EUDs to their standard configuration as needed;

(iii) remotely assist users and local ICT support with printers, scanners and multifunctional devices;

(iv) remotely assist, in coordination with local ICT support, in the resolution of incidents relating to EUDs that require changes including but not limited to:

A application / system configuration;

B application installation and distribution in line with the approved EUD image;

C restoration of network configuration, printer configuration, drivers and other accessories and peripherals as needed; and

D other 2nd level support activities including, but not limited to reconfiguration, archiving and errors in macros, driver installs and upgrades, etc.;

(v) in case of a Microsoft or other standard Vendor software error, be responsible for providing and operating a workaround as the case may be until such time as the error is diagnosed, fixed, tested, and installed;

(vi) follow the agreed Change Control Procedure for any new hardware / software that is introduced; and

(vii) update all relevant documentation when applying any changes to the standard EUD configuration.

4 Full Service and VIP End User Device Services

4.1. Workstation Installation

Contractor shall:

(a) Perform equipment assembly, installation, and upgrades;

(b) respond to equipment Service Requests;

(c) be responsible for coordinating with relevant teams within UNHCR for the provision of system hardware, accessories, and peripherals used in delivery of the Services in line with UNHCR standards and for ensuring that they are fully supported and maintained;

(d) advise UNHCR of suggested changes to standard hardware configurations. Such changes may only be affected by following the Change and Release management processes with the explicit written approval from UNHCR. Contractor shall ensure that the relevant documentation is updated accordingly;

(e) not introduce any hardware or software for use as system hardware until such hardware/software has been approved by UNHCR;

(f) follow the approved Change and Release Management process for any new hardware / software that is introduced;

4.2. Office 365 and EM+S Installation and Configuration

Contractor shall:

(a) Ensure Office 365 applications are installed, configured, and activated;

(b) Ensure EM+S client-side system tools and agents are installed, configured, and activated

(c) ensure Outlook is configured to receive and send e-mail;

(d) ensure Skype for Business is configured to launch and login;

(e) ensure OneDrive for Business is configured and accessible; and

(f) ensure the user can launch and login to the Office 365 portal.

4.3. Level 2 Desk Side Support

Contractor shall:

(a) Respond to desk side Incidents and Service Requests, coordinating visits with End Users;

(b) perform equipment maintenance and troubleshooting;

(c) perform software maintenance and troubleshooting;

(d) communicate problems and solutions with affected users;

(e) implement problem resolutions; and

(f) initiate, update, and close Incidents and Service Requests.

4.4. Level 2 Printer and Multifunctional Device (MFD) Support

Contractor shall:

(a) Provide desk-side assistance with the installation and configuration of printers and related multifunctional devices; and

(b) provide desk-side assistance with troubleshooting and support for printers and multifunctional devices.

4.5. Warranty Coordination and Out-of-Warranty Break-fix

Contractor shall:

(a) Coordinate manufacturer support and in-warranty repair when necessary, coordinating with UNHCR staff or hardware manufacturers for replacement of any non-functioning item with a functioning unit;

(b) coordinate and perform out-of-warranty repair with UNHCR;

(c) initiate and requests for service spares and service parts with UNHCR; and

(d) perform break-fix activities and install service parts as needed.

4.6. Technology Refresh

Contractor shall:

(a) Once every five (5) years, or as stipulated in the PPE & STI Policies, and included within the resource unit price, perform End User Device refresh for each in-scope device; and

(b) include in each device refresh the reloading of End User applications, migration of files and data, and general orderly transition of devices.

4.7. Asset Management

With the initial asset register provided during transition phase, Contractor shall:

(a) Ensure that the asset register compiled by Contractor includes, either physically or logically, information on all physical hardware assets in use within UNHCR ICT environment;

(b) work with UNHCR to ensure that the information in the asset register includes information of the asset owner, asset class, and other asset attributes;

(c) ensure that the asset register reflects the up-to-date situation and is periodically maintained;

(d) work with UNHCR to perform a sample audit of the asset register at least every six months to ensure that the details of assets recorded therein remain accurate and up-to-date. Prior to the sample audit, UNHCR shall specify the sample size which may vary based on the Site. Contractor shall ensure that UNHCR has full access to the results of such audits once those results are available;

(e) document the processes for ensuring that a change to assets is performed in a controlled and managed manner and protects the accuracy of information in the Asset Register;

(f) maintain, as a component of the asset register, an audit trail of all changes in assets. The audit trail shall include information relating to planned, ongoing, and completed changes. Contractor shall record changes in location, configuration, usage, and where the asset has been subject to a problem or incident;

(g) ensure that all information in the asset register is available to UNHCR; and

(h) provide summary reports on request.

4.8. User Training

Contractor shall:

(a) When new equipment and/or devices are made available to the Users, or when the User procedures are changed, Contractor shall ensure that User training and/or documentation is put in place in agreement with UNHCR;

(b) contractor shall undertake User training as appropriate. Activities involved in the delivery of this Service include, but are not limited to:

(i) provide User training plan in agreement with UNHCR;

(ii) ensure Users are notified of date, location etc. of the training;

(iii) provide documentation / manuals for training purposes; and

(iv) training on both the use of the equipment, and also on how to improve the use of the Service.

(c) for all the Services provided by Contractor, Contractor shall coordinate with the relevant UNHCR teams to administer the complete training service from request for training through to evaluation of the training delivered and shall make the results of all evaluations available to UNHCR.

4.9. VIP Support

A requirement of Desktop Support service delivery is identifying requests from executives and executive assistances and informing UNHCR DIST governance personnel so appropriate prioritization can be provided for executive support.

Contractor shall:

(a) Provide priority service to UNHCR-identified senior executives and their administrative assistants;

(b) classify Requestors as standard or VIP in the Service Management System;

(c) notify UNHCR DIST when executive support is requested; and

(d) escalate to End User Computing for desk side support if appropriate for effective service; communicate issues and status to UNHCR DIST.

4.10. Tablet and Smartphone Support

As a service included with Full Service, VIP and Mac End User Device support, Contractor will provide tablet and smartphone assistance on an as-needed basis.

Contractor shall provide:

(a) Wi-fi configuration assistance;

(b) Installation assistance for Microsoft Office 365 mobile applications;

(c) Microsoft Office 365 account registration assistance;

(d) Microsoft Outlook or native email client, calendar, and contact management configuration and assistance (e.g. iPhone Mail, Android Gmail); and

(e) UNHCR mobile application installation and assistance.

5 Implementation of New EUD Services

Contractor shall:

(a) Be actively involved in the development of new desktop services. Such new services shall be added to the Services in accordance with the Change Control Procedure; and

(b) follow the agreed ICT Project and Governance process in the delivery of new services. Contractor shall be involved in all aspects of the service development and will provide work and cost estimates as part of the approval process.

6 Out of Scope EUD Services

The Parties agree that the following services are not within the scope of the Services defined within this Schedule 5:

(a) Equipment and warranty;

(b) Service parts;

(c) Software license and maintenance;

(d) Soft IMACs (packaging / provisioning of software packages not included in standard image);

(e) Desk VoIP phone support (included in Telephony schedule);

(f) Installation and configuration of personal applications on tablets and smartphones;

(g) Hardware break-fix for tablets and smartphones;

(h) Remote EUD support, configuration and troubleshooting (included in Global Service Desk schedule);

(i) Platform and Network issues (included in Schedule 2); and

(j) Print services (driver support included in standard image software).